



UNITED STATES DISTRICT COURT DISTRICT OF MARYLAND

POSITION: Information Technology Technician I/II
LOCATION/DUTY STATION: Baltimore, Maryland
Travel is required to alternate divisional office
for coverage when needed

ADVERTISED DATE: October 22, 2018
CLOSING DATE: Open Until Filled with
first preference given to applications
received by November 5, 2018

SALARY: CL 23 (\$36,771- \$59,774) Two years of general experience** or college degree required
CL 24 (\$40,727- \$66,191) Two years of general experience** or college degree plus
one year of specialized experience** required
CL 25 (\$44,971- \$73,128) Two years of general experience** or college degree plus
two years of specialized experience** required
Possible promotion potential to the CL 26 (\$49,525 - \$80,529) without further competition.

The Clerk of the United States District Court for the District of Maryland is seeking qualified applicants for the position of Information Technology Technician I/II. The incumbent will provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs and routine troubleshooting.

Duties include, but are not limited, to the following:

- Answers help desk telephone and responds to calls for service. Performs troubleshooting to correct customer's problem and follows up until solution is found. Responds to inquiries concerning systems operations and diagnoses system hardware, software, and operator problems.
- Performs testing of jury and courtroom audio visual equipment. Responds to courtroom technology problems and conducts initial troubleshooting to correct routine problems.
- Provides information and assistance to users on applications such as email, office productivity suite, courtroom recording software, and custom applications that require data entry. Provides support for mobile devices and remote network access.
- Monitors the day-to-day operation of equipment and systems. Recommends or performs actions to correct software, hardware, equipment or, system problems on desktops, thin clients, laptops, tablets, smart phones, local and networked peripherals, and audio visual systems.
- Pretests and establishes VTC connections for meetings, external customers, and court proceedings.
- Provides cabling support, relocation of computer equipment, and large-scale shutdown and equipment restores, as needed.
- Performs inventory control duties.
- Tests and installs hardware components such as monitors, printers and scanners, as well as, mobile devices, such as tablets and smartphones. Installs off-the-shelf software packages such as operating systems and office productivity suites; verifies that the system or program is operating correctly.
- Participates as part of a project team delegated to implement new or upgraded technologies.

Qualifications and Requirements:

- College degree in computer science or related field strongly preferred.
- Prior experience providing phone, remote, and in-person help/service desk support at the enterprise level.
- Advanced knowledge of Windows and Microsoft Office Suite is preferred.
- Experience supporting large scale audio visual systems.
- Previous experience with virtualized desktop and server environments.
- Previous experience with Active Directory user and computer administration with a basic knowledge of networking principles.
- Critical thinking, attention to detail, analytical skills, and the ability to independently research and make recommendations.

- Must be able to communicate effectively with team members regarding collaborative tasks and distill information for end user consumption. Must be comfortable soliciting and providing critical feedback from team, as needed.
- Excellent organizational skills with the ability to multi-task, prioritize, follow through, and meet deadlines in a fast-paced environment. Ability to adjust priorities quickly as circumstances dictate.
- Availability to provide alternate divisional office, after-hours, or weekend support as needed.

Federal Benefits:

- 10 paid holidays per year.
- Paid annual leave in the amount of 13 days per year for the first three years; 20 days after three years; and 26 days after fifteen years of federal service.
- Paid sick leave in the amount of 13 days per year.
- Mandatory participation in the Federal Employees Retirement Program and the Social Security Retirement program.
- Optional participation in the Thrift Savings Plan, the Federal Employees Health, Dental, Vision and Life Insurance programs, Long Term Disability Plan, Long Term Care Insurance, Flexible Benefits programs and the Commuter Benefit program.

How to Apply:

Submit resume, salary history, a cover letter stating the reasons for your interest in the position, and a completed AO-78 Application for Federal Employment as a single PDF document to: jobs@mdd.uscourts.gov

****To ensure first consideration, complete application packets must be received no later than 5:00 p.m. on November 5, 2018. Incomplete or incorrectly submitted application packets may not be considered for the position.**

- Due to the volume of applications received, the court will only communicate with those individuals invited for an interview.
- The United States District Court is an Equal Opportunity Employer. All applications will be reviewed to identify the best qualified candidates.
- In the event a position becomes vacant in either division and in a similar classification within a reasonable time from the original announcement, the Clerk of Court may select an appointee from the candidates who responded to the initial announcement without posting the vacancy.

Conditions of Employment:

- Applicants must be a United States citizen or national or a permanent resident who is seeking citizenship in the United States. Successful candidate for this position is subject to a full fingerprint and background records check and mandatory electronic direct deposit of salary payment.
- This is a high-sensitive position within the Federal Judiciary. The selected candidate will be hired provisionally, pending the successful completion of the required background investigation and favorable employment suitability determination. Reinvestigation will be required every five year thereafter.
- Selected applicant will be required to complete a one-year probationary period. Failure to successfully complete the probationary period may result in termination of employment. Positions in the United States Courts are excepted appointments, are not under the Civil Service System, and are "at will" employees.
- Employees must adhere to the Code of Conduct of Judicial Employees which is available at: <http://www.uscourts.gov/RulesAndPolicies/CodeOfConduct.aspx>
- The court reserves the right to modify the conditions of this job announcement, to withdraw the job announcement, and/or to commence interviews immediately, any of which actions may occur without prior written or other notice.

**** General experience is progressively responsible IT work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position. Education above high school may be substituted for general experience.**

**** Specialized experience is progressively responsible IT experience in the duties listed in this announcement.**